


**STATE OF NEW HAMPSHIRE****Inter-Department Communication****DATE:** November 22, 2005**AT (OFFICE):** NHPUC**FROM:** Amanda Noonan **SUBJECT:** Customer Contacts Related to Verizon Service**TO:** Thomas Getz, Michael Harrington, Graham Morrison**CC:** Kate Bailey

In conjunction with the Telecom Division's review of Verizon's service quality indices, the Consumer Affairs Division has reviewed the number and nature of calls received about Verizon service from January 2004 forward. Specifically, Staff focused on those calls that related to either service quality or service repair. In total, after excluding those calls received as a result of two specific events occurring in July and August 2005, the numbers reflected a 96% increase in service quality and service repair calls received during the first three quarters of 2005 as compared to the same period in 2004.

**Service Repair:** Since the first quarter of 2004, service repair calls have been increasing. During the first three quarters of 2004, the Consumer Affairs Division received 37 calls related to Verizon service repair. During the first three quarters of 2005, 87 calls were received, an increase of 132%.

**Service Quality:** Calls related to service quality have increased as well. While not all customer calls categorized as service quality are reflective of reliability or repair issues, 27 of the service quality calls received during the first three quarters of 2005 were directly attributable to the customer's frustration with service reliability and repair issues. During the third quarter of 2005, there was a significant increase in service quality calls driven, in part, by two separate outages at Verizon's call center facilities which resulted in customers being unable to reach Verizon. Excluding the calls related to the two service outages at Verizon's call center facilities in July and August 2005, 54% of the service quality calls are attributable to service reliability and repair issues.

